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CICRA releases results of Channel Island broadband customer satisfaction survey

The Channel Islands Competition and Regulatory Authorities' (CICRA's) has released the results of its third independent customer satisfaction survey with broadband providers Newtel (in Jersey), JT and Sure.

In Guernsey JT's results have improved and now surpass Sure's results which have declined across the board. There are significant differences in customer satisfaction with Jersey's three broadband providers.

CICRA, which conducts the survey every six months, commissioned Island Global Research to conduct the survey of 500 islanders in Guernsey and Jersey, respectively, asking customers to give their opinion on the quality of service, billing and the level of customer service they had received from the operators.

Headline results – (November results in brackets)

	Jersey	Guernsey
Quality of Service	Percentage rating quality of service as satisfactory or highly satisfactory <ul style="list-style-type: none"> • 73% - Sure (77%) • 46% - Newtel (46%) • 40% - JT (27%) 	Percentage rating quality of service as satisfactory or highly satisfactory <ul style="list-style-type: none"> • 53% JT (33%) • 33% Sure (51%)
Billing	Percentage rating billing as satisfactory or highly satisfactory	Percentage rating billing as satisfactory or highly satisfactory

	<ul style="list-style-type: none"> • 81% - Sure (82%) • 64% - Newtel (80%) • 40% - JT (22%) 	<ul style="list-style-type: none"> • 52% - Sure (66%) • 71% - JT (55%)
Customer Services	<p>Percentage rating customer services experience as satisfactory or highly satisfactory</p> <ul style="list-style-type: none"> • 69% - Sure (65%) • 36% - JT (21%) • 34% - Newtel (53%) 	<p>Percentage rating customer services experience as satisfactory or highly satisfactory</p> <ul style="list-style-type: none"> • 49% - Sure (60%) • 58% - JT (45%)
Switching Provider	<p>Percentage likely or very likely to switch provider</p> <ul style="list-style-type: none"> • 40% - JT (63%) • 38% - Newtel (26%) • 16% - Sure (14%) <p>the main reasons for switching were cited as speed and reliability (40%) and pricing and special offers (27%)</p>	<p>Percentage likely or very likely to switch provider</p> <ul style="list-style-type: none"> • 27% - JT (31%) • 26% - Sure (26%) <p>the main reasons for switching were cited as speed and reliability (47%) and pricing and special offers (35 %)</p>

CICRA director, Louise Read, said: “There are significant differences in the scores achieved by the operators across both islands.

“Some operators have made progress in some areas but progress is not consistent with each operator over time or across the operators. There is still room for improvement by all and particularly so in Guernsey.

“I would urge all operators to listen and react quickly and decisively to the feedback from its customers, and use today’s survey results and those from November, to identify areas where they may need to improve to better meet their customers’ needs.

“Customers have a choice of broadband service provider and customer satisfaction informs that choice. We wish to see further improvements in the broadband customer experience and these results show there is scope for that.” Mrs Read said.

Following a successful pilot study in Guernsey CICRA is currently undertaking a larger independent study into broadband quality of service across both Jersey and Guernsey which will report by the end of 2015.

The results of the study will provide independent and robust information confirming the areas of each island where customers generally receive a good quality of service and those areas where the customer experience needs improving.

Most importantly, having identified where the broadband service is not ideal, further investigations can be carried out to identify the cause which could include issues with the provider's network or issues with the customers' own equipment.

This is the final CICRA customer satisfaction report in its first series of three for the year. The first report, on fixed lines, was published on 1 July and the second report, on mobile services, was published on 24 July 2015. The next survey series is scheduled for November.

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NOTES TO EDITORS:

All enquiries should be directed in writing to CICRA chief executive, Michael Byrne, in Guernsey at the Guernsey Competition and Regulatory Authority, Suite 4, 1st Floor, Plaiderie Chambers, La Plaiderie, St Peter Port, Guernsey GY1 1WG or in Jersey at the Jersey Competition Regulatory Authority, 2nd Floor, Salisbury House, 1 - 9 Union Street, St Helier, Jersey JE2 3RF. Alternatively email info@cicra.gg.

In line with CICRA's consultation policy, it intends to make responses to the consultation available on the CICRA website. Any material that is confidential should be put in a separate annex and clearly marked as such so that it may be kept confidential. CICRA regrets that it is not in a position to respond individually to the responses to this consultation.

About CICRA:

The Channel Islands Competition and Regulatory Authorities or 'CICRA' is the name given to the Jersey Competition Regulatory Authority (JCRA) and the Guernsey Competition and Regulatory Authority (GCRA) (formerly the Office of Utility Regulation). The JCRA was established under the Competition Regulatory Authority (Jersey) Law, 2001, and the GCRA was established under The Guernsey Competition and Regulatory Authority Ordinance, 2012. In Jersey, the telecoms and postal sectors are regulated by the JCRA, which is also responsible for administering and enforcing the Competition (Jersey) Law 2005. In Guernsey the telecoms, postal and electricity sectors are regulated by the GCRA, which is also responsible for the administration and enforcement of the Guernsey competition law since it came into force on 1 August 2012.

By working together and sharing resources and expertise between the islands, CICRA strives to ensure that consumers in all the Channel Islands receive best value, choice and access to high quality services.